



RAPPAHANNOCK REGIONAL LANDFILL

FALL 2015 OPERATIONAL CHANGES

In an effort to enhance our customer service, the Rappahannock Regional Landfill is preparing to offer 2016 annual use passes for residential customers and implement changes to our resident drop off services. These changes, summarized below, will increase the payment options available for our customers and enhance the traffic pattern at our Eskimo Hill road convenience center.

Annual Pass Sales

The 2016 annual residential use passes will go on sale November 16, and can be used for unlimited residential drop off of solid waste from January 2, 2016 - December 31, 2016. The passes will be available online for the first time, as well as at the previous distribution sites at the R-Board Administrative Office within the Rowser Building at 1739 Jefferson Davis Highway in Stafford, the Stafford and Fredericksburg Treasurer's Office, and now at the residential gatehouse at the landfill.

Online Purchase of Passes

On November 16, customers will be able to purchase their 2016 annual passes online by visiting the R-Board website at www.r-board.org and following the instructions. Online purchases can be made by credit or debit cards. Passes purchased online will either be mailed to the local address listed, or can be picked up in person at the R-Board Administrative Office within the Rowser Building at 1739 Jefferson Davis Highway in Stafford.

Credit or Debit Card Payments

Also beginning November 16, customers will be able to pay for their passes by credit or debit cards. In addition to the online sales option noted above, the Stafford and Fredericksburg Treasurer's Offices, the R-Board Administrative Office, and the residential gatehouse at the landfill will accept this form of payment. Note the Stafford Treasurer's Office will accept this form of payment beginning December 14.

Eskimo Hill Convenience Center Changes

Significant changes to the operation of the residential convenience center at the landfill location on Eskimo Hill Road will go into effect November 16. **All residential services will be transferred to the new gatehouse at the residential entrance.** You will be able to pay for all pass types (annual, coupon, or one-time) by cash, check, or credit and debit cards. The entrance has been modified to improve traffic flow through the site (see map). Annual pass and coupon customers will proceed as before, while customers wishing to purchase a pass should use the far right lane to the new gatehouse. Please follow the signs to ensure you are directed to the correct location.

These changes allow us to expand our service offerings to our customers, and allow visitors to our Eskimo Hill Road convenience center to complete all their business at the new gatehouse at residential entrance. The commercial scalehouse will no longer serve residential customers, and will be closed at noon on Saturday and all day Sunday.



2016 LANDFILL USER FEE INFORMATION

November 16

Coupon Books and Annual
Passes go on sale!

**Order them online and
save time!**

Credit/Debit Cards accepted
at all sales locations

Residential Disposal Rates

- \$100 Annual Passes
 - Sales Begin November 16, 2015
 - Unlimited use
 - Valid January 2, 2016 - December 31, 2016
 - Vehicle Registration is required
 - Annual passes must be affixed to your vehicle
- \$30 Coupon Books (10 Coupons)
 - No expiration date
 - 1 coupon per visit
- \$4 Per Visit – Only available at the Regional Landfill Residential Gatehouse
- Recycling remains FREE

Sales Locations & Payment Options

****Online Sales****

Visit www.r-board.org to purchase annual passes or coupon books.

All locations* accept credit/debit cards as of November 16, 2015 (*Stafford County Treasurer accepting credit/debit cards beginning December 14, 2015)

R-Board Administrative Office Rowser Building 1739 Jefferson Davis Highway Stafford, VA 22554 Monday-Friday: 8am-4:30pm Checks payable to Stafford County Treasurer	Stafford County Treasurer's Office George L. Gordon Government Center 1300 Courthouse Road Stafford, VA 22554 Monday-Friday: 8am-4:30pm Checks payable to Stafford County Treasurer
City of Fredericksburg Treasurer's Office City Hall 715 Princess Anne Street Fredericksburg, VA 22401 Monday-Friday: 8:15am-4pm Checks payable to City of Fredericksburg Treasurer	Regional Landfill – Residential Area <u>ONLY</u> 489 Eskimo Hill Road Stafford, VA 22554 Monday-Friday: 8am-4:30pm Saturday & Sunday: 9am-3pm Checks payable to Stafford County Treasurer

Coupon books and annual passes are also available through the USPS. Please send a check and a completed order form (downloaded from www.r-board.org) to the following address:

R-Board Admin Office, PO Box 339, Stafford, VA 22555

Annual Pass & Coupon Book Order Form



Complete this form and return with payment. Annual Passes and Coupons are valid at both the Regional Landfill and the Belman Road Recycling Center. Annual Passes must be affixed to the vehicle.

Complete this section for Coupon Books and Annual Passes.

			Coupon Book Number <small>(internal use only)</small>
First Name		Date	
Last Name			
Mailing Address			
City	State	Zip Code	

Email Address (Optional)

Complete for Annual Passes. Current registration for each vehicle is required.

Vehicle #1		Annual Pass Number <small>(internal use only)</small>	
Make	Model	License Plate	

Vehicle #2		Annual Pass Number <small>(internal use only)</small>	
Make	Model	License Plate	

Residential User Fees – Frequently Asked Questions

Q: Why do residents have to pay to use the landfill?

A: The Rappahannock Regional Solid Waste Management Board (R-Board) operates both the Regional Landfill in Stafford and the Belman Road Recycling Center in Fredericksburg. The R-Board does not receive General Fund dollars from either locality. Commercial trash haulers pay fees that generate the bulk of the revenue. A changing market and necessary capital expenses drive the need for additional revenue.

Q: How much is the user fee?

A: Annual passes (unlimited visits) cost \$100. A coupon book costs \$30 and contains 10 coupons (1 per visit). A one-time-visit costs \$4 and is available only at the residential entrance of the Regional Landfill.

Q: Why did the fee go up for 2016?

A: The 2015 annual pass fee was established at \$75 due to the partial year of service since the fees went into effect on March 2, 2015. The R-Board approved the \$100 annual pass fee when the program was first approved to reflect the full year of service.

Q: I used to pay \$23 (Stafford County) or \$20 (City of Fredericksburg) on my personal property tax bill and received a decal for every vehicle I own. The decal allowed me to get into the landfill. Now I still pay the fee on my tax bill AND have to buy a landfill sticker. Why are you charging me twice?

A: The \$23 (Stafford County) or \$20 (City of Fredericksburg) fee on the property tax bill is a Vehicle Licensing Fee. The funds for this fee go to the general fund, as part of the personal property tax. The old decals were strictly a “proof of residency” to allow you into the Regional Landfill, but the R-Board does not receive tax dollars as a subsidy from either locality. You are not being charged twice.

Q: Is recycling still free?

A: Yes, cans, bottles, newspapers, cardboard, and other items that are accepted in the R-Board’s single-stream recycling program will continue to be accepted at no charge. Scrap metal, automotive, equipment, and rechargeable batteries, used motor oil and antifreeze, used cooking oil, cell phones, eyeglasses, fluorescent bulbs, and printer cartridges are also free to recycle.

Q: Is there a fee for yard waste?

A: Yes. While yard waste and brush are diverted from the landfill, there is a cost to process these materials. In addition, yard waste and brush do not generate revenue as the sale of other recyclable items do.

Q: What if I arrive at the landfill and do not have a coupon, an annual sticker, or enough cash to purchase an annual pass or coupon book?

A: You may purchase a single visit for \$4 at the Regional Landfill (residential side) to take care of your immediate disposal needs.

Q: Where can I purchase the annual stickers or coupon book?

A: Stickers and coupon books are available online at www.R-Board.org, at the Stafford County Treasurer’s Office, City of Fredericksburg Treasurer’s Office, R-Board Administrative Office, and at the residential side of the Regional Landfill. Annual pass stickers and coupon books are also available through the mail. Please send a completed application form, available at www.R-Board.org, with a check made payable to the Stafford County Treasurer to the R-Board Administrative Office, P.O. Box 339, Stafford, VA 22555.

Q: Do you accept credit or debit cards?

A: Yes. Beginning November 16, 2015, credit and debit cards will be accepted at all sales locations except the Stafford Treasurer’s Office. They will begin accepting credit/debit cards on December 14, 2015.

Residential User Fees – Frequently Asked Questions

Q: Are the stickers or coupon books available for purchase online?

A: Yes. Beginning November 16, 2015, you may order coupon books or annual passes online with a credit card. Your order will be processed and mailed to your home or may be picked up at the R-Board Administrative Office. You may also download and complete the application from www.R-Board.org and mail it with a check made payable to the Stafford County Treasurer to the R-Board Administrative Office, P.O. Box 339, Stafford, VA 22555.

Q: If I purchase a sticker or coupon book by mail, how long will it take to receive my sticker or coupon book back in the mail?

A: Please allow up to two weeks for mailing and processing.

Q: When I arrive at the landfill, where do I go to purchase an annual pass, coupon book, or one-time visit?

A: The R-Board has moved all residential sales away from the commercial scales to the residential entrance. There is a new traffic pattern to help enhance service and prevent backups onto Eskimo Hill Road.

Q: Why can't I buy a pass, coupon book or one-time pass at the Belman Road facility?

A: In the interest of traffic flow, financial accountability, and employee safety, there are no financial transactions conducted at the Belman Road facility. Coupons and annual passes are accepted at that location.

Q: Can I get a \$4 credit towards my annual pass if I purchase a one-trip pass first?

A: No.

Q: Do I have to provide my vehicle registration when I purchase my annual sticker?

A: Yes, provide the registration for each vehicle for which you wish to purchase a sticker.

Q: What do I need to bring with me to get an annual sticker?

A: Bring the completed application (available at the Regional Landfill, Belman Road Recycling Center or at www.R-Board.org) along with your registration card(s) for the vehicle(s) for which you wish to purchase annual stickers, and cash, check or a credit/debit card.

Q: Where do I place my annual sticker?

A: The R-Board encourages placement of the sticker on the back of the interior rearview mirror so that the gate attendant will see it easily. If the sticker is in another location on your vehicle, please indicate that to the gate attendant as you enter the facility.

Q: What if I have more than two vehicles?

A: For an additional \$100, a resident may obtain up to two more annual passes. Vehicle registration information is required for all annual passes.

Q: If my household only has one registered vehicle, how much will my annual sticker cost me?

A: The cost for an annual sticker is \$100.

Q: I own property in the City or County, but my primary residence is outside of both localities. Can I still purchase a coupon book or an annual sticker?

A: Yes, a person owning property in the City or County is eligible to purchase either the annual sticker or coupon book.

Residential User Fees – Frequently Asked Questions

Q: What if I live in Stafford/City, but my vehicle is registered in another state?

A: Please present proof of residency with your vehicle registration at the time you purchase your annual pass. Examples of proof of residency include a property tax receipt, a lease agreement, or utility bill.

Q: My vehicle is registered in my business name and I am also a City or County resident. Can I purchase an annual pass for my business use vehicles?

A: Annual stickers are for residential use only. Any vehicle registered in a business name is considered commercial use at the landfill and must pay the commercial rate/ton as set by the R-Board and is payable at the scales at the Regional Landfill. A small business owner may address the R-Board and request an exception.

Q: At the time I purchased my annual pass, I only had registration information for one vehicle. How do I get my second sticker?

A: Bring your vehicle registration information to the R-Board Administrative Office and we will update your information and issue you a second sticker. You can also mail a copy of your vehicle registration to the R-Board Administrative Office, P.O. Box 339, Stafford, VA 22555 requesting a second sticker.

Q: Can I buy annual passes for my neighbor and myself?

A: Yes, you may purchase additional annual stickers with the appropriate vehicle registration information and payment of a separate \$100. Stickers may not be shared between households.

Q: Is it true that decals cannot be transferred to a new car?

A: If your vehicle is wrecked, sold, or otherwise not going to be used for trash disposal, please bring the remnants of the original sticker to the R-Board Administrative Office, the Stafford County Treasurer's Office, or the City of Fredericksburg Treasurer's Office with the registration information for your new vehicle. You will be issued a replacement sticker at no charge.

Q: Do the stickers expire?

A: The annual sticker expires December 31 each year.

Q: Do the coupons expire?

A: No, the coupons do not expire.

Q: Can I turn in my unused coupons for a credit towards the purchase of an annual pass if I decide that I would prefer an annual pass after I purchase a coupon book?

A: No. Partial payments will not be accepted. Credits and refunds will not be issued.

Q: What do I do if I lose my annual pass?

A: Replacements are available at the R-Board Administrative Office, 1739 Jefferson Davis Hwy, Stafford, VA 22554. Office hours are Monday – Friday from 8:00am-4:30pm.

Q: Can I be refunded on any unused coupons?

A: No refunds will be issued.

Q: Are credit or debit cards accepted forms of payment for annual passes and coupon books?

A: Yes, all forms of payment are accepted at most sales locations. The Stafford Treasurer's Office will accept credit and debit cards as of December 14, 2015.

Residential User Fees – Frequently Asked Questions

Q: Can I be refunded a pro-rated amount if I move and don't use the sticker for the entire year?

A: No refunds will be issued.

Q: How many annual stickers may I purchase?

A: For \$100, a resident may obtain annual stickers for two vehicles registered to the same address. The second annual sticker is offered at no cost to the applicant.

Q: I am a contractor with residential refuse to dispose. Can I purchase an annual sticker or coupon booklet to dispose of debris?

A: No, the residential waste is not coming from your own home. The commercial rates have not changed. You will continue to pay the commercial rate/ton as set by the R-Board and determined at the scales.

Q: The trash I am bringing to the landfill is from my residential rental property. Why can't I buy a coupon book or annual pass to dispose of these items?

A: While the material is residential in nature, you qualify as a commercial entity because the waste is not coming from your own home. The commercial rates have not changed. You will need to pay the commercial rate/ton as set by the R-Board and determined at the scales.

Q: If I lose my coupon book, how can I get it replaced?

A: You would need to purchase another coupon book at full price.

Q: Is there a limit to the amount of trash that a resident can drop off?

A: Only one coupon is necessary per visit. However, the previously established limits on the number of tires, vehicle size, and trailer size for construction debris remain in place.

Q: What are the rules regarding trailers?

A: Residents with trailers over 8' containing construction debris will be diverted to the scales to pay a minimum of \$20. Trailers of any size with household trash will be allowed with an annual pass, coupon, or one-time payment.

Q: When I arrive at the landfill, where do I go to purchase an annual pass, coupon book, or one-time visit?

A: The R-Board has moved all residential sales away from the commercial scales to the residential entrance. There is a new traffic pattern to help enhance service and prevent backups onto Eskimo Hill Road.

Q: Can I rent a U-Haul and bring my receipt showing my annual pass?

A: No.

Q: Is the household chemical collection still free?

A: Yes, the semi-annual household hazardous waste collection is still a free service.

Q: Whom do I contact for more information?

A: Call the R-Board Administrative Office at 540-658-5279, visit www.R-Board.org, or send an email to recycling@staffordcountyva.gov.